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| Informatics Unit 4 Outcome 2Information managementWritten Report |

You are required to prepare a report that compares and contrasts the effectiveness of information strategies used by two organisations and recommend improvements to their current practices.

The two organisations are involved in tutoring senior students to assist them in completing their chosen courses. Both supply assistance in a variety of subjects, mostly at the VCE level. They both currently operate out of Melbourne.

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|  | **Tutorials Victoria (TV)** | **Ready to Learn (RTL)** |
| Background information | TV has been operating in the tutorial services industry for over ten years. They are a well-established business who have gained a good reputation for service and effectiveness.  Currently they provide tutors who travel to the client’s home to conduct the teaching session, mostly for VCE students, but also for some tertiary level students.  Most of the marketing of the business is done through direct contact with schools to provide handouts to students which encourages them to access TV’s website to enrol for tutorials.  TV has an annual turnover of approximately $4m. | RTL is a relatively new operator in the tutorial services industry as they have only been in business for two years.  They are focused on providing an online service that will allow tutors to connect with their students through various communication technologies including skype & video conferencing, meaning they can reduce labour & travel costs.  RTL gain most of their clients through the use of social media and spend a large portion of their marketing budget on these types of connections.  RTL has an annual turnover of approximately $900,000. |
| Goals | Maximise shareholder returns through increased profits. | Continued growth in customers leading to improved returns to shareholders. |
| Objectives | * Reduce costs by 10% in the next 12 months through more efficient use of resources. * Improve business reputation through exceptional customer service. | * Increase the number of clients by 20% in the next 12 months. * Gain increased efficiencies through the use of new technological innovations. |
| Data stored | The data being collected, stored, communicated and disposed by both organisations is similar.   * Client data including personal details, work submitted and comments made by tutors. * Practice activities, worked solutions, exam preparation tips, study notes and timelines. * Staff data including personal and remuneration details (including TFN). * Administrative data including financial and regulatory details. | |

**Information management strategies**

Details of how the organisations are currently operating and their information management strategies are summarised below.

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|  | **Tutorials Victoria (TV)** | **Ready to Learn (RTL)** |
| Security | * To save costs, as most staff are casual and only work a few hours a week, staff are issued laptops by the business to take to appointments. When staff have an appointment they take a device from the storage facility and sign for it. When they return it they also sign to evidence this. * Laptops are all password protected with the same password so that staff can access any device. * All laptops have updated malware protection installed. They all have a wireless connection to access the internet. * Details of staff and clients are saved on a server located at the main office. It is kept in a locked room which is climate controlled. The server is also connected directly to the internet through a router and firewall. * When staff return to the office they are expected to transfer any files from the borrowed laptop to the main server. | * All staff are either issued with a notebook computer by RTL for which they pay a rental fee, or supply their own device. Staff organise their own passwords and are responsible for installing any security upgrades. * Regardless of who supplies the notebook/device, RTL provides a wireless internet connection. * All data is stored on RTL’s servers but is also synchronised with a storage facility provided online via the cloud (paid for by RTL). * Online communication is not encrypted. * Payments are made by clients online through a reputable encrypted online service. |
| Access to data | * As many students are tutored by multiple staff members it has been more efficient to give staff access to all clients as far as personal and educational data. * The administration data is password protected and can only be accessed by relevant administration staff through an access hierarchy. * Some of the student data has been forwarded to a company that sells study aids to VCE students. This has allowed that company to directly contact students with products they have available. | * All work is available to students through a cloud based provider which allows them to access and submit all of their work online. A systematic system of version control is used to ensure that the correct versions of files are being accessed. * An access hierarchy is in place on both the internal servers and the cloud facility to restrict who can access data. * Students are unable to access their personal details as RTL management considers some of the comments to be confidential. |
| Backup scheme | * A daily incremental backup is conducted every evening and a full backup is done at the end of the week. * All data on the server is backed up onto a removable SSD. This is then stored in the manager’s office away from the main server. * The backup scheme is tested regularly to ensure that the data can be restored efficiently and effectively. | * As data is updated instantaneously online the need for any other backup scheme is limited. A partial backup is made to a SSD of any data that is deemed to be highly sensitive or very difficult to replace. This method of backing up has yet to be fully tested as data has never been lost. |
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| Disposal | * Data regarding students and staff is saved until they are no longer employed or clients. It is then deleted to create more space on the server, which is usually short of storage capacity. * When laptops are no longer productive or become obsolete they are disposed of by placing them in the local council’s recycle bin after all files have been deleted. | * Any data stored on the business’s admin server is deleted after it is seven years old. * Storage hardware that is no longer required is sold online after all files have been deleted. |
| Disaster Recovery Plan | * TV has developed and documented a comprehensive disaster recovery plan that outlines all procedures and responsibilities should the information system be under threat. * The DRP is regularly tested for any problems or areas for improvement. | * RTL has developed a disaster recovery plan and all of the senior managers are aware of its contents. * The DRP has not yet been tested as no emergencies relating to the information system have occurred. |
| Employee monitoring | * To help achieve the goal of increased profits all staff’s online activity is regularly monitored to ensure they are working productively and TV’s resources are being used appropriately. Staff have not been made aware of this monitoring. | * No employee monitoring is used at RTL. |

**Required**

Points that should be covered in your report include:

1. Information management strategies used by each organisation, including:
   1. Security, protecting data
   2. Storage including backup scheme
   3. Disposal of data
   4. Disaster recovery plan
   5. Employee monitoring
2. Comment on the similarities and differences between the organisations’ storage and disposal strategies.
3. A list of evaluation criteria that could be used to assess the effectiveness of the information management strategies used by each organisation. These criteria should be linked to the overall goals and objectives of each organisation.
4. Identification of consequences of ineffective information management strategies
5. Make appropriate recommendations for each organisation to improve their information management strategies.

The report should use an appropriate layout and incorporate basic report writing techniques (paragraphing, headings etc.). Make sure you proof read before submitting.